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RILEY BOYLE

v.

LEGACY HEALTH PLAN NO. 504, LEGACY HEALTH, and

PACIFICSOURCE HEALTH PLANS

File Name: disc rec_PS_003005_2019.02.19_Phone

Call_Boyle.wav

Page 1

1 CAROL: Customer service. This is
2 Carol.

3 JOSIE BOYLE: Hi, Carol. My name's
4 Josie. Um...can I speak with Matthew in
5 grievance and appeals?

6 CAROL: Um...yes. Do you mind if I get
7 a little information just so I can log our call,
8 Josie?

9 JOSIE BOYLE: Yeah, sure.

10 CAROL: Okay. Are you a member or are
11 you a medical provider?

12 JOSIE BOYLE: I was a member.

13 CAROL: Okay. And do you have the
14 member ID number, please?

15 JOSIE BOYLE: 200498139, and I guess
16 hyphen 02.

17 CAROL: Okay, so it was regarding a
18 family member?

19 JOSIE BOYLE: Yeah.

20 CAROL: Okay. And what's that family
21 member's name and date of birth, please?

22 JOSIE BOYLE: Riley Boyle, and it's
23 8/15/2000.

24 CAROL: Excellent. And one more thing
25 if you'd verify the street address on file.

1 JOSIE BOYLE: 7015 Southeast 16th
2 Avenue.

3 CAROL: Excellent. Thank you so much.
4 And let me see if -- yeah. Let me give him a
5 jingle. Can you hang on a second?

6 JOSIE BOYLE: You bet.

7 CAROL: Okay. Thanks.

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1 C E R T I F I C A T I O N
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3 I, Sonya Ledanski Hyde, certify that the
4 foregoing transcript is a true and accurate
5 record of the proceedings.

6
7
8 Sonya M. Ledanski Hyde
9

10
11 Veritext Legal Solutions
12 330 Old Country Road
13 Suite 300
14 Mineola, NY 11501

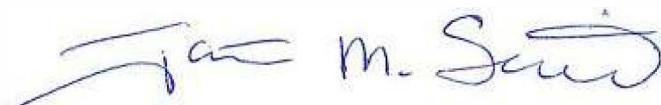
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16 Date: May 10, 2021
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1 C E R T I F I C A T E
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5 I, Janette M. Schmitt, a Certified Shorthand
6 Reporter for Oregon, do hereby certify that after having
7 listened to an audio recording, that Sonya Ledanski Hyde
8 transcribed all testimony adduced and other oral
9 proceedings had, and that thereafter her notes were
10 reduced to typewriting under her direction; and that the
11 foregoing transcript, pages 1 to 4, both inclusive,
12 constitutes a full, true and accurate record of all such
13 testimony adduced and oral proceedings had, and of the
whole thereof.

14 Witness my hand and CSR stamp at Vancouver,
15 Washington, this 11th day of May, 2021.

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JANETTE M. SCHMITT
Certified Shorthand Reporter
Certificate No. 90-0093
Expiration Date: 6/30/2023

[003005 - second]

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